

Georgia Department of Revenue

GTC Manual for Taxpayers

Version 1.2



georgia
tax center

[GTC Website Link](#)

Summary

The purpose of this document is to provide an overview of the Georgia Tax Center (GTC), which is the online system for Georgia taxpayers to file, pay, and manage their tax account or accounts. It outlines the features on the most common screens in GTC and provides instructions to perform specific tasks, such as signing up for access, filing a return, and resetting your GTC password.

You should read this document if you are a taxpayer who pays Georgia Sales and Use Tax, Withholding Tax, and/or Corporate Income Tax and who uses or will begin using GTC.

The Department of Revenue will update this document as functionality and tax types are added to GTC. Thus, the Department encourages you to open the manual from www.gataxinfo.org to ensure you have the most current version. If you refer to a saved or printed version of the manual, your version may not reflect the current GTC functionality.

For additional GTC resources, refer to www.gataxinfo.org. For information about Georgia tax types and taxpayers, refer to the *Business Taxes* and *FAQs* links on the right side of the Georgia Department of Revenue website: www.etax.dor.ga.gov. For tax policy interpretation, refer to the *TAX LAW AND POLICY* link at the top of the Georgia Department of Revenue website: www.etax.dor.ga.gov.



Table of Contents

GTC Website Link	1
Summary	2
Table of Contents	3
1.0 Introduction to GTC	4
1.1 Accessing GTC	4
1.2 Navigating GTC	4
1.3 Frequently Asked Questions	4
1.4 GTC Functionality	5
1.5 GTC Implementation Schedule	5
2.0 The GTC Home Page	6
2.1 Your GTC Accounts Balance	6
2.2 DBA Name	6
2.3 Location Address	6
2.4 Mailing Address	7
2.5 My Accounts	7
2.6 My Profile	7
2.7 Add Access to another Account	7
2.8 File Upload	8
2.9 View Mail	9
2.10 View STNs	9
2.11 Pending/Completed Requests	9
3.0 The Account Page	9
3.1 Account Summary	9
3.2 Filing Periods that Require Attention	10
3.3 Filing Periods	10
4.0 Procedures	10
4.1 Register as a New Taxpayer	10
4.2 Sign Up for Web Access to GTC	12
4.3 Login to GTC	14
4.4 Add GTC Access to another Account	14
4.5 Register a New Location	15
4.6 File a Sales and Use Tax Return	16
4.6.1 File a Simple Sales and Use Tax Return	17
4.6.2 File a Standard Sales and Use Tax Return	18
4.6.3 File a Master Sales and Use Tax Return	20
4.6.4 Importing a Sales Tax Return	22
4.7 File a Withholding Tax Return	23
4.8 Amend a Filed Return	25
4.9 Submit a Payment	27
4.10 Create a New Payment Source	29
4.11 Reset your Password	30
4.12 Manage Logons	31
4.13 Edit your Profile Information	33
4.14 Submit a Request	34
4.15 View Mail	36
4.16 Cancel your Online Access	37
Appendix: Minimum Technical Requirements	39



1.0 Introduction to GTC

1.1 Accessing GTC

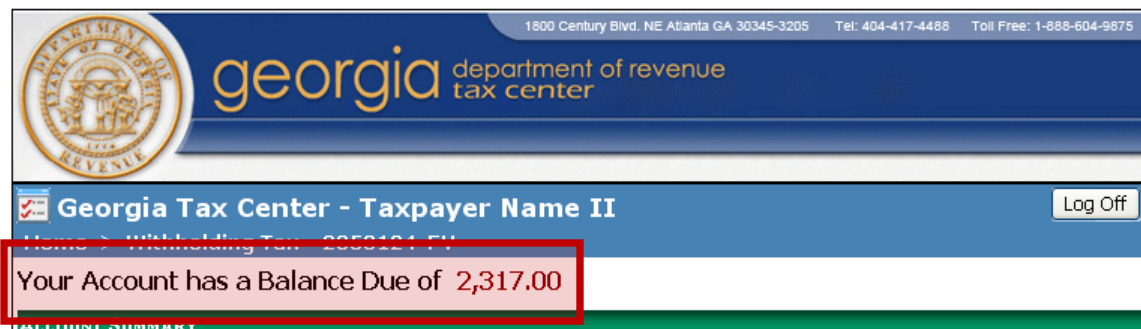
Georgia Tax Center (GTC) will replace the current e-File & e-Pay system for Sales and Use Tax, Withholding Tax, and Corporate Income Tax.

GTC can be accessed via the World Wide Web. The direct URL is:

<https://gtc.dor.ga.gov>. You can also navigate to GTC using the link from the Georgia Department of Revenue's internet site: www.etax.dor.ga.gov.

1.2 Navigating GTC

Navigation in the GTC site should be done using the on-screen navigation links and buttons. For example, to navigate to a previous screen, use the links in the Navigation Path (see image). **Do not use the Forward and Back buttons on your web toolbar.**



Note: when you log out of GTC, you should always close the web browser to ensure that your personal data does not remain in the computer's memory.

1.3 Frequently Asked Questions

Users who have questions while using GTC should refer to the Frequently Asked Questions (FAQ) posted on the GA Tax information website (www.gataxinfo.org) and on every screen within GTC (<https://gtc.dor.ga.gov>).



1.4 GTC Functionality

If you choose to sign up for GTC access, you will have the capability to manage and monitor your tax accounts over the internet anytime and anywhere. In addition to other functions, the following can be performed in GTC:

- Register a new business
- Add access to other tax accounts
- Maintain account information by changing addresses, names, and contacts
- File and amend returns
- View account balance and activity
- Make payments for returns and assessments
- Request filing frequency changes
- Request protests, appeals, and refunds

1.5 GTC Implementation Schedule

GTC is being implemented for various tax types in stages. You may register for GTC once your tax account type becomes available in GTC according to the schedule below:

- Stage 1: Sales and Use Tax accounts available in GTC (May 2009)
- Stage 2: Withholding Tax accounts available in GTC (December 2009)
 - **Note:** New electronic filers will be phased in throughout the winter and spring to accommodate the high volume of taxpayers signing up for GTC access. If you are required to sign up for GTC, you will receive correspondence from the Department outlining when you may receive support.
 - **Note:** Payroll Withholding Tax, Nonresident Withholding Tax, and Lottery Withholding Tax taxpayers will have *access* to GTC. Taxpayers can register for Payroll Withholding Tax and Nonresident Withholding Tax using GTC, but cannot *register* on GTC for a new Lottery Withholding Tax account.
- Stage 3: Corporate Income Tax accounts available in GTC (Summer 2010)



2.0 The GTC Home Page

The image shown below is the **Home Page** (referred to as the Taxpayer Springboard in the instructional videos). It appears immediately upon logging in to GTC. The title bars and hyperlinks are defined in the image below.

Georgia Tax Center - Test Log Off

Home

2.1 Your Accounts have a net Balance Due of 7,457.45

My SUMMARY

Georgia Taxpayer Number	20018245743	2.6 My Profile
Legal Name	GEORGIA DEPARTMENT OF REVENUE	2.7 Add Access to Another Account
2.2 DBA Name	Add	2.8 File Upload
2.3 Location Address	Edit 1800 CENTURY BLVD NE STE 8300 ATLANTA GA 30345-3206	2.9 View Mail
Electronic Funds Transfer Address	Add	2.10 View STN's
2.4 Mailing Address	Add	2.11 Requests

2.5 My ACCOUNTS

Id	Type	Name	Frequency	Address	Balance
303-477766	Sales	GEORGIA DEPARTMENT OF REVENUE	Monthly	1800 CENTURY BLVD NE STE 8300 ATLANTA GA 30345-3206	7,457.45
					7,457.45

GTC Home Page

2.1 Your GTC Accounts Balance

This is the balance of the accounts you have registered in GTC. Tax accounts that are not registered in GTC will not be included in this total.

2.2 DBA Name

This is the "Doing Business As" Name according to the Department's records. You can add or change the **DBA Name** of the registered account using the hyperlink.

2.3 Location Address

This is the geographic location of your business. To change the location address of the registered taxpayer, use the **Edit** hyperlink next to the address, enter the address, and submit.

If the address cannot be validated by the system, then the change will be verified by the Department and may require several days to take effect. Please note the following:



- You cannot change the location address from in-state to out-of-state or from out-of-state to in-state.
- You cannot change the location address if it has an alcohol license associated with that location.

2.4 Mailing Address

If you want the Department to send paper correspondence to an address other than your location address, add a Mailing Address. Add or make changes to this address by selecting the **Add** or **Edit** link, entering the address, and submitting. If the address cannot be validated by the system, then the change will be verified by the Department and may require several days to take effect.

2.5 My Accounts

This panel lists all of the accounts that are registered in GTC. To access a particular account, select the account number next to the account type.

2.6 My Profile

Navigating to the **My Profile** link will allow you to perform the following actions:

- Cancel online access
 - This will terminate your usage of GTC. To regain access, you must sign up for web access again using a different user ID.
- Change password
- Change profile name
- Change email address
- Change secret question and answer
- Add a payment source
- Allow someone else to access your account or accounts

2.7 Add Access to another Account

From the **Add Access to another Account** link, you can add GTC access to your other accounts that are registered with the Georgia Department of Revenue.



2.8 File Upload

Bulk filers or Service Providers, (a third party who, by agreement, files electronic tax transactions, either in bulk or single entry online, on behalf of taxpayer client,) can submit (upload) files to be processed. The File Upload link will only display for approved bulk filers.

You must be approved by the Department in order to become a Bulk filer.

Applications and procedures on how to become a bulk filer can be found by visiting <https://etax.dor.ga.gov/ctr/BulkFilerApp.pdf>. These files are generated either by software you use to operate your business or by an Excel template provided and maintained by the Department. The templates can be found at www.gataxinfo.org. After successfully uploading your file, you will receive a confirmation number. The uploaded files will be processed nightly, and the information submitted will be displayed on your account the next business day.

For payroll providers who use FSET transmissions, please refer to the *Instructions* tab on www.gataxinfo.org.

The types of files that can be uploaded are:

- ☒ XML ST-3
 - Navigate to www.gataxinfo.org and click the documents tab.
- ☒ G7 CSV File
 - Navigate to www.gataxinfo.org and click the documents tab.
 - Select the Withholding G7 Return for Monthly or Semi Weekly Payers
 - Select the Withholding G7 Return for Quarterly Payers
- ☒ G1003 CSV File
 - Navigate to www.gataxinfo.org and click the documents tab.
 - Select the Withholding G1003
- ☒ Filing Frequency CSV
- ☒ CSV Payment File
- ☒ W2 (EFW-2 Format)
- ☒ 1099 (Pub 1220 Format)
- ☒ 1099 CSV File



2.9 View Mail

To electronically view the paper mail that the Department has sent you, click **View Mail**.

2.10 View STNs

To view a list of all the State Tax Numbers (STNs) associated with a Master Sales Tax Number with their legal names and addresses that are registered on GTC, click **View STNs**.

2.11 Pending/Completed Requests

To view requests you made via GTC, click the **Requests** link. The history list can display requests made within the past 365 days. If you wish to view a request that is older than one year, enter the confirmation number of that request.

3.0 The Account Page

The Account Page (referred to as the Account Springboard in the instructional videos) displays all available information about a specific tax account, such as Sales and Use Tax. To access the Account Page, select the account Id link from the Home Page. The account page displays three distinct areas as follows:

- *Account Summary*
- *Filing Periods that Require Attention*
- *Filing Periods*

You can view all available information about the specific tax account from this screen. Any returns filed before the tax type was implemented in GTC (refer to GTC Implementation Schedule) will not be displayed other than Tax, Penalty, Interest, and Credits.

3.1 Account Summary

In the account summary panel, you can change the location address, the mailing addresses, and the DBA name for the account as well as view all recent activity and requests.



3.2 Filing Periods that Require Attention

Periods could require your attention for any of the following reasons:

- ☐ You have not yet filed your return for the period, and it is now past due
- ☐ You started and saved a return for the period, but you did not submit the return
- ☐ You owe a balance on the period
- ☐ You need to file your return and pay for the period now as it is the current period

3.3 Filing Periods

This panel lists all future and past filing periods. You have the option of viewing all filing periods from current as far back as *12, 24, or 36 months*. Returns can be filed, viewed, amended, and paid from this panel.

Note: Not all return details will be available to be viewed. Only returns processed after the GTC implementation date of that tax type will display their details.

4.0 Procedures

4.1 Register as a New Taxpayer

Use this procedure if

- ☐ You must register as a new taxpayer;
- ☐ You do not have a State Tax Identification Number (STI).

What you need to begin

Be prepared to enter the following taxpayer information:

- ☐ Business type
- ☐ Business contact information
 - ☐ Valid email address
- ☐ Business owner information
- ☐ Account information

Instructional Video

For a demonstration of this procedure, refer to the instructional video *New Taxpayer Registration*.



Steps

1. Open the GTC website: <https://gtc.dor.ga.gov/>.
2. Click on **New Business Registration**.
3. Tell us what type of business you are by selecting your **Customer Type**.
4. Enter the **Legal Name** of your business.
5. Enter your **Address and Contact Information**.
 - a. Your email address must be valid as this is how you will receive your confirmation.
6. Provide a **description** of your business and any additional information the Department should know. Answer the ownership questions. Select officer or successor.
7. Enter the **owner's contact information**: his/her full name, phone number, and physical address. The Effective Date is the date when that person became the owner of the business.
8. After clicking the **Done** button, you return to the description page. The ownership field will change to the number of people you added.
9. Select the **tax type** for your account: Withholding Tax or Sales and Use Tax.
10. Tell us when your **account started**.
 - a. If you are registering for Withholding Tax, we will ask if you expect to withhold more than \$200 per month in order to determine your filing and payment frequency. Please note the following filing frequency definitions for Withholding Tax:
 - i. Withholding Annual: you will file returns annually and submit payments annually
 - ii. Withholding Quarterly: you will file quarterly and pay quarterly.
 - iii. Withholding Qtr Monthly: you will file quarterly and pay monthly; this is applicable if you expect to withhold more than \$200 per month.
 - iv. Withholding Qtr Semi-weekly: you will file quarterly and pay semiweekly. To pay semi-weekly, you must apply for a filing frequency change after the Department processes your registration.



11. Select the **type** of service you provide; include the percent of sales or activity that apply to that service. Include a **description** and **NAICS** code. To determine your NAICS code, use the link at the bottom of the screen.
12. **Submit** your request to register a new business on the Confirmation Page.
13. Save the **Confirmation Number** and Department of Revenue help desk phone number for your records.

4.2 Sign Up for Web Access to GTC

Use this procedure if

- You are currently registered as a taxpayer in Georgia;
- You do not have GTC access to your tax account or accounts, but you need to sign up for access to GTC.

What you need to begin

Be prepared to enter the following information:

- Your State Tax Identification (STI) and your account Id: You were issued these numbers when you registered for the tax account. Find the numbers on your Sales Tax Certificate for Sales and Use Tax accounts and on your Withholding registration letter for Withholding Tax accounts.
- A valid email address that can accept mail from noreply@dor.ga.gov; an authorization code will be sent to you at this address.
- The amount of your last processed payment; GTC will indicate the applicable period.
- The ZIP Code for the location of your business.
- GTC User Id, which must be 6-30 alphanumeric characters.
- GTC Password, which must be a minimum of 8 and a maximum of 16 characters. It must include one letter, one number and at least one of the following special characters: ~ ! @ # \$ % ^ & * ()

Instructional Video

For a demonstration of this procedure, refer to the instructional video *Sign up for Web Access*.



Steps

1. Open the GTC website: <https://gtc.dor.ga.gov/>
2. Click the **Signup for Web Access** button.
3. Enter the required data: **Id, User Id, Password, Contact Information, Secret Question, and Answer.**
 - a. Your State Tax Identifier
 - b. Your User Id is the username you will use every time you login to GTC.
 - c. Your Password is the secret code you will use every time you login to GTC.
 - d. Ensure you enter a valid email address because the Department of Revenue will send a confirmation email with an authorization code to this address immediately after you complete the Sign Up process.
 - e. If you forget your password at a later time, the Department will use your secret question and answer when confirming your identity.
4. Determine which account you are requesting GTC access for and include the necessary information: **account type, Id, ZIP Code, and last payment amount.**
 - a. Note: If you have multiple accounts, you may select any one. Once you have GTC access to one account, you can request additional access to your other accounts. Refer to the procedure to *Add GTC Access to another Account*.
5. **Submit** the request for access.
6. Save the **Confirmation Number** and Department of Revenue help desk phone number for your records.
7. Within moments, you will receive an **email** message from the Department. The email will include an Authorization Code and link to login to GTC. Follow this link to login for the first time.
8. Enter your **User Id and Password**. Ensure your Authorization code is entered. Click the **Login** button.
9. Your **Home Page** will appear.



4.3 Login to GTC

Use this procedure if

- You need to login to GTC with your User Id and Password.

What you need to begin

- You need your GTC User Id and GTC Password.
- If you forgot your GTC Password, learn how to retrieve it by referring to the instructional video *Forgot Password*.

Instructional Video

For a demonstration of this procedure, refer to the instructional video *Login to GTC*.

Steps

1. Open the GTC website: <https://gtc.dor.ga.gov/>.
2. Enter your **User Id**.
3. Enter your **Password**.
4. If you are logging in for the first time, enter the **Authorization Code** you received in the email from the Department.
5. Click the **Login** button.
6. Your Home Page will appear.

4.4 Add GTC Access to another Account

Use this procedure if

- You have GTC access to at least one tax account;
- You want to add GTC access to an existing account.

What you need to begin

You must have already registered for the tax account to which you want GTC access. Be prepared to enter the account type, Id, and location ZIP Code for the tax account.



Instructional Video



For a demonstration of this procedure, refer to the instructional video *Add Access to an Account*.

Steps

1. Login to the GTC website: <https://gtc.dor.ga.gov/>
2. From the Home Page, click the **Add Access to another Account** hyperlink in the right side of the screen.
3. Enter the information for the new account:
 - a. The **Account Type** is the type of account to which you are adding access.
 - b. The **Account Id** is the unique number associated with the account. You received this number when you registered the account with the Department. To find the Id, refer to your Sales Tax Certificate for Sales and Use Tax accounts or to your Withholding registration letter for Withholding Tax accounts.
 - c. The **ZIP Code** is the postal code associated with your location address.
4. Depending on the type of account and previous history, GTC may ask you to enter the amount of your most recent payment for a given filing period.
5. Confirm that you want to submit the request by clicking the **Yes** button
6. Save the **Confirmation Number** and Department of Revenue help desk phone number for your records.

4.5 Register a New Location

Use this procedure if

-  You have GTC access to at least one tax account;
-  You need to tell the Department about an additional location at which you collect sales tax. By completing this request, you will be responsible for filing returns for this location at the end of each filing period.

What you need to begin

Be prepared to enter the following account information:



- ☐ Account Type
- ☐ Account Start date
- ☐ Type of return that you will submit
- ☐ You should be able to answer the following questions:
 - ☐ Will this location account be a master account?
 - ☐ Is this an account for a contractor?
 - ☐ Is the location outside of Georgia?
 - ☐ Are you a Motor Fuel Wholesaler at this account location?
 - ☐ Are you a Motor Fuel Retailer at this account location?
 - ☐ What is the account's fiscal year end?
 - ☐ What is your accounting method for this account?
- ☐ New location address

Steps

1. Sign in to GTC website using your GTC User Id and Password:
<https://gtc.dor.ga.gov/>
2. From the Home Page, select the **Request to Register a New Location** link in the right side of the screen.
3. Select the **Account Type** for the account at the new location, and click the **Next** button.
4. Enter the **Account Start Date** and the additional information. Click the **Next** button.
5. Enter the **location's address**. Click the **Next** button.
6. Confirm that you want to submit the request by entering your **Password** and clicking the **Yes** button.
7. Save the **Confirmation Number** and Department of Revenue help desk phone number for your records.

4.6 File a Sales and Use Tax Return

This section will review how to file a (4.6.1) Simple Sales Tax Return, (4.6.2) Standard Sales Tax Return, (4.6.3) Master Sales Tax Return, and (4.6.4) Importing a Sales Tax Return.



Use the following link to access instructions and explanations for each line on the paper version of the Sales and Use Tax return form:

https://etax.dor.ga.gov/salestax/st3forms/ST-3_2009.pdf

4.6.1 File a Simple Sales and Use Tax Return

Use the procedure if

- ☐ You have GTC access to your Sales and Use Tax account;
- ☐ You are filing a Sales and Use Tax Return for sales in only one county.
- ☐ You do not have food, fuel, hotel, or motor vehicle sales;
- ☐ You do not owe use tax;
- ☐ You are not a master filer;

What you need to begin

Be prepared to enter values in the return as applicable, such as the county code, total sales, exempt sales, and total tax collected. You must know the filing period and account for the return.

Instructional Video

For a demonstration of this procedure, refer to the instructional video *File a Sales Return for a Single County*.

Steps

1. Login to the GTC website: <https://gtc.dor.ga.gov/>.
2. Navigate to the **Account Page** by clicking the Account Id hyperlink on the Home Page.
3. Click **File Now** for the period you wish to file.
4. Select the **Click Here If You are Filing In One County** hyperlink.
5. Answer the question "Do you have food, fuel, hotel, or motor vehicle sales, owe use tax, or are a master filer?" by selecting the **No** hyperlink.

Note: if your answer is "Yes," then you should follow the instructions to file a **Standard Sales Tax Return** (Section 4.6.2).



6. Enter your values in the **Simple ST3 Sales and Use Return** that appears:
 - a. For definitions of the fields, refer the Sales & Use Tax return form link:
https://etax.dor.ga.gov/salestax/st3forms/ST-3_2009.pdf
7. If desired, review the return by clicking the **Previous** button.
8. Click **Yes** to submit your request to file.
9. Save the **Confirmation Number** and Department of Revenue help desk phone number for your records.
 - a. From this page, you may decide to **Pay Now**, to **Pay Later**, and to **Print Return** by clicking on the applicable button.

4.6.2 File a Standard Sales and Use Tax Return

Use the procedure if

- ☐ You have GTC access to at least one Sales and Use Tax account;
- ☐ You are filing a Sales and Use Tax return for sales in more than one county; or, if you are filing for a single county that has food, fuel, hotel, or motor vehicle sales;
- ☐ You do not have a master location ID number, and you are not a master filer.

What you need to begin

Be prepared to enter values in the return as applicable, such as the county codes, total sales, exempt sales, and total tax collected. You should know the filing period and account Id for the return.

Instructional Video

For a demonstration of this procedure, refer to the instructional video *File a Sales & Use Tax Return*.

To manually enter and submit a return

1. Login to the GTC website: <https://gtc.dor.ga.gov/>.
2. Navigate to the **Account Page** for your Sales Tax account by clicking the Account Id hyperlink on the Home Page.
3. Select the **File Now** hyperlink.
4. Answer the question about the number of counties by selecting the hyperlink.



- a. Select the **Click Here If You are Filing For Multiple Counties** hyperlink if you multiple counties to report.
- b. Select the **Click Here If You are Filing In One County** hyperlink if you have one county.
 - i. Answer the question "Do you have food, fuel, hotel, or motor vehicle sales, owe use tax, or are a master filer?" by selecting the **Yes** hyperlink.

Note: if your answer is "No," then you should follow the instructions to file a **Simple Tax Return** (Section 4.6.1).

5. **Part A** appears.

- a. Enter your **Total Sales** in the State and **Total Exempt Sales** if applicable.
- b. Click the **Total Sales Tax** link.

6. **Part B** appears.

- a. Complete the top portion of Part B by selecting the **Local Sales** link.

7. The Local Sales screen appears.

- a. Complete the county sales information by selecting the county code, entering the taxable sales, and clicking the **Add** link.
- b. If you have sales in more than one county, complete additional lines as necessary. Once finished, select the **Done** button.

8. **Part B** appears.

- a. Click the **Done** button.

9. The main page appears.




- a. If applicable, click the **Total Use Tax**, **Prepaid Local Sales/Use (MF)**, or **Vendor's Compensation** links.
 - i. For assistance with the Motor Fuel worksheet, refer to the *File a Sales Tax Return with Motor Fuel* demonstration video, and use the following link to access the Motor Fuel instructions on the paper version of the form:
https://etax.dor.ga.gov/salestax/st3forms/ST-3MF_2009-5-1-2009.pdf
- b. Enter the amount of **Total Tax Collected**.
- c. Click the **Next** button.



10. You may optionally select the **Main** and **Summary** links to review and correct the return before advancing.
11. Click the **Next** button.
12. Click **Yes** to submit your request to file.
13. Save the **Confirmation Number** and Department of Revenue help desk phone number for your records.
 - a. From this page, you may decide to **Pay Now**, to **Pay Later**, and to **Print Return** by clicking on the applicable button.

4.6.3 File a Master Sales and Use Tax Return

Use the procedure if

-  You have GTC access to more than one Sales and Use Tax account;
-  You are filing a Sales and Use Tax return for sales at multiple locations;
-  You have a master location ID number, and you are a master filer

What you need to begin

Be prepared to enter values in the return as applicable, such as the county codes, total sales, exempt sales, and total tax collected. You should know the filing period and master sales account Id for the return.

Instructional Video

For a demonstration of this procedure, refer to the instructional video *File a Master Sales Tax Return*.

Steps

1. Login to the GTC website: <https://gtc.dor.ga.gov/>.
2. Navigate to the **Sales Tax Account** Page by clicking the Master Sales Tax Account Id hyperlink on the Home Page.
3. Select the **File Now** hyperlink for the period you wish to file.
4. Select the **Click Here If You are Filing For Multiple Counties** hyperlink.
5. **Part A** appears.



- a. Enter your **Total Sales** in the State and **Total Exempt Sales** if applicable.
 - b. Click the **Total Sales Tax** link.
6. **Part B** appears.
 - a. Complete the bottom portion of the **Part B** screen that appears by selecting the **Master Local Sales** link.
7. The **Master Local Sales** screen appears.
 - a. Choose the **STN for the first location** in the drop down menu. For each location STN, you need to enter a state and county line. Select the **state** for this line. Enter all tax information. Click the **Add** link.
 - b. On the second line, choose the **STN for the first location again**. Select the **county** for this line. Enter all tax information, and click the **Add** link.
 - c. On the third line, choose a **second location STN**, and complete the line for the **state**. Click the **Add** link.
 - d. On the fourth line, choose the **second location STN again**, and complete the line for the **county**. Click the **Add** link.
 - e. Continue to add lines for the state and county for each location STN. When you are finished, select the **Done** button.
8. **Part B** appears.
 - a. Click the **Done** button.
9. The main page appears.
 - a. If applicable, click the **Total Use Tax, Prepaid Local Sales/Use (MF), or Vendor's Compensation** links.
 - i. For assistance with the Motor Fuel worksheet, refer to the *File a Sales Tax Return with Motor Fuel* demonstration video, and use the following link to access the Motor Fuel instructions on the paper version of the form:
https://etax.dor.ga.gov/salestax/st3forms/ST-3MF_2009-5-1-2009.pdf
 - b. Enter the amount of **Total Tax Collected**.
 - c. Click the **Next** button.
10. You may optionally select the **Main** and **Summary** links to review and correct the return before advancing.



11. Click the **Next** button.
12. Enter your **Password**, and click **Yes** to submit your request to file.
13. Save the **Confirmation Number** and Department of Revenue help desk phone number for your records.
 - a. From this page, you may decide to **Pay Now**, to **Pay Later**, and to **Print Return** by clicking on the applicable button.

4.6.4 Importing a Sales Tax Return

Use this procedure if

- ☐ You want to import a file instead of manually entering a return;
- ☐ You are filing a Sales and Use Tax return for sales in more than one county; or, if you are filing for a single county that has food, fuel, hotel, or motor vehicle sales.

What you need to begin

Complete an XML or Excel Sales Tax Return in the approved format specified by the Department. To access the template, go to the Documents Tab at www.gataxinfo.org. You should know the filing period and account Id for the return.

Instructional Video

For a demonstration of this procedure, refer to the instructional video *Import a Sales & Use Tax Return*.

Steps



1. Login to the GTC website: <https://gtc.dor.ga.gov/>.
2. Navigate to the **Account Page** for your Sales Tax account by clicking the account Id hyperlink on the Home Page.
3. Select the **File Now** hyperlink.
4. Answer the question about the number of counties by selecting the hyperlink.
 - a. Select the **Click Here If You are Filing For Multiple Counties** hyperlink if you have multiple counties to report.
 - b. Select the **Click Here If You are Filing In One County** hyperlink if you have one county.





- i. Answer the question "Do you have food, fuel, hotel, or motor vehicle sales, owe use tax, or are a master filer?" by selecting the Yes hyperlink.
Note: if your answer is "No," then you should follow the instructions to file a **Simple Tax Return** (Section 4.6.1).
5. Select the **Click Here To Import Your File** hyperlink.
6. Select the **Browse** button, highlight your files, and click **Open**.
7. Click **Import** to import your data to the form.
 - a. You will see the information imported into the Sales Tax (ST3) form. Any errors will be highlighted; place your mouse over the highlighted field to read short error message.
9. Click the **Next** button.
10. You may optionally select the **Main** and **Summary** links to review and correct the return before advancing.
11. Click the **Next** button.
12. Click **Yes** to submit your request to file.
13. Save the **Confirmation Number** and Department of Revenue help desk phone number for your records.
 - a. From this page, you may decide to **Pay Now**, to **Pay Later**, and to **Print Return** by clicking on the applicable button.

4.7 File a Withholding Tax Return

Use this procedure if

-  You need to file your Withholding Tax return online
-  You have GTC access to a Withholding Tax account

Use the following links to access filing instructions on the paper version of the Withholding Payroll G-7 returns.

-  **Quarterly payer:**
https://etax.dor.ga.gov/inctax/withholding/TSD_Withholding_Quarterly_Return_or_Quarterly_Payers_G7Q-2008.pdf
-  **Monthly payer:**



https://etax.dor.ga.gov/inctax/withholding/TSD_Withholding_Quarterly_Return_for_Monthly_Payers_G7M-2008.pdf

Semi-weekly payer:

Semi-weekly payers use the monthly payer return form **and** complete an additional worksheet called Schedule B. The link to that worksheet is provided here:

https://etax.dor.ga.gov/inctax/withholding/TSD_QUARTERLY_RETURN_FOR_SEMI_WEEKLY_PAYER_G7BSchB.pdf

What you need to begin

Be prepared to enter values in the return as applicable, such as the tax withheld and tax paid. You should know the filing period and account Id for the return.

Instructional Video

For a demonstration of this procedure, refer to the instructional video *File a Withholding Return*.

Steps

1. Login to the GTC website: <https://gtc.dor.ga.gov/>.
2. Navigate to the **Withholding Tax Account Page** by clicking the Account Id hyperlink on the Home Page.
3. Select the **File Now** hyperlink.
4. Enter the required information: **Tax Withheld** and **Tax Paid**.
 - a. If you are a quarterly or annual payer, complete the information for the quarter.
 - b. If you are a monthly payer, complete the information for Month 1, Month 2, and Month 3 on the Main G-7 return form.
Important: Month 1 is the first month in the quarter. If, for example, you opened your business and began withholding during the last month of the quarter, then you should complete the fields for Month 3.
 - c. If you are a semi-weekly payer, click the **Tax Withheld** link to view and complete the additional worksheet called Schedule B. Enter the information in the fields for the applicable dates within the three months of the quarter. Note that you only need to complete the fields for the dates you withheld tax. Select the **Done** button to return to the



Main G-7 return form. The tax withheld values will be complete based on the values you entered in Schedule B. Enter the **Tax Paid** amounts for each month.

5. If you have **Adjustment to Tax**, then click on the Adjustment to Tax hyperlink.
 - a. Choose the **Adjustment Credit Type**.
 - b. Choose the **Adjustment Credit Month**
 - c. Enter the **Adjustment Credit Amount**. Note: if you selected *Additional Tax*, then this amount should be positive. If you selected any other adjustment credit type, then this amount should be negative.
 - d. Click the **Add** hyperlink.
 - e. If you have additional adjustments, complete the additional lines.
 - f. Click the **Done** button when you have added all adjustment lines.

If you have not applied and been approved for adjustment credits, you will receive an error on this screen. GTC will not let you include adjustments for which you do not qualify. For a list of adjustments and credits, visit <https://etax.dor.ga.gov/inc-tax/taxcredits.aspx#top>. For business credit frequently asked questions and their answers, visit <https://etax.dor.ga.gov/inc-tax/webfaq/faq-corp.aspx>.
6. You will return to the Withholding return form. Click the **Done** button.
7. If desired, review the return by clicking the return hyperlink. Once finished, select the **Next** button.
8. Enter your **Password**, and click **Yes** to submit your request to file.
9. Save the **Confirmation Number** and Department of Revenue help desk phone number for your records.
 - a. From this page, you may decide to **Pay Now**, to **Pay Later**, and to **Print Return** by clicking on the applicable button.

4.8 Amend a Filed Return

Use this procedure if

5. You are a taxpayer in Georgia with GTC access to a tax account.
6. You need to make changes to a return that you previously submitted;
7. The return you wish to change is processed.



What you need to begin

Be prepared to enter the revised values into the return. You should know the filing period and account Id for the return.

Instructional Video

For a demonstration of this procedure, refer to the instructional video *Amend a Return*.

Steps

1. Login to the GTC website: <https://gtc.dor.ga.gov/>.
2. Navigate to the **Tax Account** Page by clicking the Account Id hyperlink on the Home Page.
3. Select the **View Return** hyperlink for the period.
4. Select the **Change** button.
5. To view the return, click the **Return Summary** button.
 - a. Note: if you click **Save and Finish Later**, then you must return to the return to submit the amended return.
6. Notice that the **Amended** checkbox is checked. Changing the submitted return is the same as filing an amended return.
7. Enter your new values on the return. Use the links to additional worksheets if needed.
8. After making all changes, click the **Next** button.
9. If desired, review the return by clicking the return hyperlink. Once finished, select the **Next** button.
10. Enter your **Password**, and click **Yes** to submit your request to file an amended return.
11. Save the **Confirmation Number** and Department of Revenue help desk phone number for your records.
 - a. From this page, you may decide to **Pay Now**, to **Pay Later**, and to **Print Return** by clicking on the applicable button.



4.9 Submit a Payment

Use this procedure if

8. You are a taxpayer in Georgia with GTC web access to a tax account;
9. You need to make a return payment online, or you want to make an assessment payment online.

To make a payment, you do not need to file a return. It is possible to submit a return payment or an assessment payment without filing a return.

What you need to begin

You should know the amount of the payment to submit, and the tax account and period for the payment. To make an assessment payment, you should know the payment number listed on the Proposed Assessment letter. To view the electronic version of this letter, refer to the instructions within this document to *View Mail*.

To pay via ACH Debit, you need the bank routing number, and the bank account number. When you pay by ACH Debit, you authorize the Department to electronically withdraw the specified amount of funds from your bank account

To pay via credit card, you need the name as it appears on the credit card, the credit card number, and the credit card expiration date. When you pay via credit card, you will be assessed a convenience fee by the credit card vendor, Official Payments Corp®.

Please note that the Department will withdraw funds only if it is authorized to do so for the amount and date you specify.

Instructional Video

For a demonstration of this procedure, refer to the instructional videos *Submit a Single Payment* and *File a Return and Make a Payment*.

Steps

1. Login to the GTC website: <https://gtc.dor.ga.gov/>.



2. Navigate to the **Tax Account Page** by clicking the **Account Id** hyperlink on the Home Page.
3. Decide if you are making a return payment or an assessment payment.
 - a. To make a return payment for a specified filing period, select the **Pay** link in the **Periods Panel**.
 - i. The **Pay** link will be used for every payment that you choose to make for this filing period. If you pay monthly or semi-weekly for a withholding payroll account, then you will select this link every time you make a payment for the quarterly filing period.
 - b. To make an assessment payment, select the **Make an Assessment Payment** link on the right side of the screen.
 - i. Enter the payment number, which is listed on your Proposed Assessment letter. Click the **Next** button.
4. The **Payment Options** screen appears.
 - a. If you will pay via credit card, select the **External Payment Options** button and follow the instructions that appear.
 - b. To pay directly from your bank account via **ACH Debit**, use the **Payment Options** screen. Move directly to Step 5.
5. Enter the **Payment Amount**, which will automatically populate with the amount due for the period based on the return. You can change the amount.
6. Enter the **Payment Date**. If the payment is not delinquent, you can enter a date in the future, but you cannot enter a date in the past.
7. The **New Payment Source** option is selected by default if you have not previously saved a payment source.
 - a. If you have previously saved a payment source in GTC and you wish to use that existing source, then check the box to **Use the Existing Payment Source**. Skip to Step 12 below.
8. Enter your **Bank Routing Number** and **Account Number**.
 - a. The Routing Number is the first 9 numbers from the left at the bottom of your check.
 - b. The Check Number is usually 4 digits and matches the Check Number in the upper right corner.
 - c. The numbers that remain (that are neither the Routing number nor the Check Number) are your Account Number.



9. Select the type of account: **Checking** or **Saving**.
10. If you want to save this debit payment source for future use, select the checkbox to **Save the payment source**. Give the source a name, and use the checkbox to note if this source should only be used for the given tax account.
 - a. Please note that the Department will withdraw funds only if it is authorized to do so for the amount and date you specify.
11. Answer the question using the drop-down menu: Is this a payment source originating from an account outside the U.S.?
12. Click the **Submit** button.
13. Enter your **Password**, and click **Yes** to submit your request to process the payment.
14. Save the **Confirmation Number** and Department of Revenue help desk phone number for your records.

4.10 Create a New Payment Source

Use this procedure if

10. You are a taxpayer in Georgia with GTC web access to a tax account;
11. You want to create a new payment source to use when you submit a payment at a later time.

Saving the payment source data will prevent you from re-entering the details each time you make a payment.

Please note that the Department will withdraw funds only if it is authorized to do so for the amount and date you specify.

What you need to begin

You should know the bank routing number, and the bank account number.

Steps

1. Sign in to the GTC website: <https://gtc.dor.ga.gov/>
2. On the Home Page, select the **My Profile** link on the right side of the screen.
3. Click **Add Source** in the Payment Sources title bar.



4. Select your **Tax Account** that will have access to pay with the payment source.
5. Enter a **name** for the payment source. When you submit a payment at a later time, you will be able to select your payment source by its name.
6. Select the **Payment method**.
7. Enter your **Bank Routing Number** and **Account Number**.
 - a. The Routing Number is the first 9 numbers from the left at the bottom of your check.
 - b. The Check Number is usually 4 digits and matches the Check Number in the upper right corner.
 - c. The numbers that remain (that are neither the Routing number nor the Check Number) are your Account Number.
8. Select the type of account: **Checking** or **Saving**.
9. Answer the question using the drop-down menu: Is this a payment source originating from an account outside the U.S.?
10. Click the **Save** button

4.11 Reset your Password

Use this procedure if

12. You remember your GTC User Id but not your GTC password.

What you need to begin

You need to know the email address you provided for your account to receive the confirmation email. Be prepared to enter a new password, which must be a minimum of 8 and a maximum of 16 characters. It must include one letter, one number and at least one of the following special characters: ~ ! @ # \$ % ^ & * ()

Instructional Video

For a demonstration of this procedure, refer to the instructional video *Forgot Password*.

Steps

1. Open the GTC website: <https://gtc.dor.ga.gov/>.
2. Click the **Forgot your Password?** link on the right-hand side of the screen.



3. Tell us your GTC User Id.
4. Click the **Continue** button.
5. Answer your **Secret Question**.
6. Enter your **New Password**.
7. Confirm your **New Password** by entering it again.
8. Click the **Submit** button.
9. A confirmation page appears.
10. After the Department processes your request, you will receive an email from **No-Reply@DOR.GA.Gov** with an authorization code to login.
 - a. The email will include a link to login to GTC with the authorization code and your New Password.
 - b. New password requests typically take a few minutes to process.

4.12 Manage Logons

Use this procedure if

13. You have at least one GTC web logon;
14. You have Administrator access level to your GTC account;
 - a. If you are a third party or additional logon who has restricted rights (such as the rights to only view certain accounts, to only file, or to only pay), then you do not have Administrator access level. You cannot manage the logons for the taxpayer.
 - b. To determine your access level, follow these steps:
 1. On the Home Page, select the **My Profile** link on the right side of the screen.
 2. Click the **Manage Logons** button.
 - i. The **Security** page appears.
 - ii. Find your **Web Logon Name** in the Web Logons on the Taxpayer panel. Notice the **Access Level** column. If your access level is **Administrator**, then you have the rights to manage other logons to your account.
15. You want to change or add GTC access to your accounts for other web logons, including 3rd party logons.



- a. For example, you may want to change or add GTC access for your accountant or for your business partner. The accountant, for example, would have a unique GTC User Id and Password and would have specific account access rights based on the rules you determined.

What you need to begin

If you are adding a new web logon, be prepared to enter the GTC User Id and GTC Password and the logon's contact information. You should know which account or accounts that you will allow the logon to access.

Instructional Video

For a demonstration of this procedure, refer to the instructional video *Manage Logons*.

Steps

3. Sign in to the GTC website: <https://gtc.dor.ga.gov/>
4. On the Home Page, select the **My Profile** link on the right side of the screen.
5. Click the **Manage Logons** button.
6. The **Security** page appears. From here, you can change default access rights for new web logons, add a new web logon, or add access to an existing web logon.
 - a. To change default access rights,
 - i. Select the **Change** link on the **Web Access Rules** title bar.
 - ii. Use the drop-down menus to decide to allow new logons and to set default access. For example, if you set the access rules to file but not to pay, then the logons could submit a return but could not submit a payment for the tax accounts you grant access.
 - iii. Click the **Save** button. Your new rules will be effective immediately. All new logons will inherit the default rights you have just established.
 - b. To add a new logon,
 - i. Select the **Add Logon** link on the **Web Logons on the Taxpayer** title bar.



- ii. Enter the information for the new logon. The user's login ID and password will be used every time that user logs on to GTC. Ensure the email address is valid since the Department will send the authorization code to login to that email address.
- iii. Click the **Next** button, and confirm the request by clicking the **Yes** button.
- c. To add account access to an existing web logon,
 - i. Click the **Web Logon Name** link for the logon you wish to add access.
 - ii. Select to **Add Account** in the Accounts for the Web Logon title bar. Enter the information for the account. Note: you must already be registered for the account to which you are adding access. You must already have the account ID.
 - iii. Click the **Next** button, and confirm the request by clicking the **Yes** button. The logon's access will be effective immediately.

4.13 Edit your Profile Information

Use this procedure if

- 16. You have GTC access to at least one tax account;
- 17. You want to change your online GTC profile information: your name, phone number, secondary phone number, email, security question & answer, and/or GTC password.

What you need to begin

Be prepared to enter your revised profile information.

Instructional Video

For a demonstration of this procedure, refer to the instructional video *Edit Profile Information*.




Steps

1. Sign in to the GTC website: <https://gtc.dor.ga.gov/>
2. On the Home Page, select the **My Profile** link on the right side of the screen.
 - a. To change your name, phone number, email address, or security question & answer:
 - i. Click the **Change** link in the **Web Profile** title bar on the My Profile screen.
 - ii. Update your profile information: You may change any or all of the fields on this screen.
 - iii. Select the **Save** button. Your Web Profile will immediately show your changes.
 - b. To change your password:
 - i. Click the **Change Password** button on the My Profile screen.
 - ii. Enter your **old password**, **new password**, and new password again to confirm.
 - iii. Select the **Save** button. Use your new password the next time you login to GTC.

4.14 Submit a Request


What Type of Requests Can I Submit?

Request a Refund

-  Use the following link to access instructions and explanations on the paper version of the form to protest a proposed assessment:

https://etax.dor.ga.gov/salestax/st3forms/TSD_Sales_Tax_Claim_for_Refund_ST12.pdf

Request to Protest a Proposed Assessment

-  Use the following link to access instructions and explanations on the paper version of the form to protest a proposed assessment:

https://etax.dor.ga.gov/protests_appeals/TSD_Protest_Proposed_Assessment.pdf

Request for Administrative Appeal



- Use the following link to access instructions and explanations on the paper version of the form to file administrative appeal:

https://etax.dor.ga.gov/protests_appeals/TSD_Request_for_Administrative_Appeal.pdf

■ Request for Waiver of Penalty

You can also post additional supporting documentation after submitting a request using the **Additional Documentation** link.

The Department will review your tax accounts and submitted documentation to determine your eligibility before processing and granting your request. Submitted requests may or may not be accepted. For most types of requests, the Department will send correspondence to notify you of your accepted or denied requests. If your request is accepted, you will see the applicable change to your account information GTC.

Use this procedure if

- You have a credit balance on your account and would like to request a refund, or
- You disagree with the calculations on your account and have supporting evidence, or
- You would like to request an appeal of an Official Assessment with the Office of State Administrative Hearings, or
- You disagree with penalty charges on your account and have supporting evidence to dispute the charge.

What you need to begin



You will need your GTC User Id and password. Specific information is required for each different type of request. See the list below to determine what information you need to begin the request process:

■ Request a Refund



- Amount that you are claiming
- The start and end date for the period in which the credit exists
- A short description defining the reasons you are requesting a refund






Request to Protest a Proposed Assessment

-  The Letter ID of the Proposed Assessment, which can be found in the top right corner of the letter
-  If an attorney is representing you, you will need their contact information.

Request for Administrative Appeal

-  The Letter ID of the Official Assessment, which can be found in the top right corner of the letter
-  If an attorney is representing you, you will need their contact information.

Request for Waiver of Penalty

-  The period in which the penalty exists
-  A detailed explanation why the penalty should be waived
-  Any supporting documentation that will endorse your request

Instructional Video

For a demonstration of this procedure, refer to the instructional video *Submit a Request*

Steps

1. Login to the GTC website: <https://gtc.dor.ga.gov/>.
2. Navigate to the **Account** page for which you would like to make a request.
3. Select the appropriate hyperlink for the request type on the right side of the screen.
4. Fill in all required information and **Submit**.

4.15 View Mail

Use this procedure if

You want to electronically view a letter that was mailed to you.



What you need to begin

Optional: if you know the Letter ID, which is located in the top right corner of the letter, then you can use the ID to search for and select the letter in GTC.

Instructional Video

For a demonstration of this procedure, refer to the instructional video *View Mail*.

Steps

1. Login to the GTC website: <https://gtc.dor.ga.gov/>
2. From the Home Page, click the **View Mail** hyperlink
3. Use the headings for the letter type and date sent to determine which letter you wish to open.
4. To view the letter, click the **Letter ID hyperlink**.
5. A new window will open displaying the letter.
 - a. To see the letter, ensure your internet settings **allow pop-ups** from the Georgia Tax Center site.

4.16 Cancel your Online Access

Use this procedure if

18. You have GTC access to at least on tax account;
19. You need to cancel your GTC online access to your tax account or accounts.

Please note the requirements to file and pay electronically before canceling your access. The requirements will not change if you cancel your access to GTC.

To regain access to GTC, you will have to *Sign up for Access* again.

Instructional Video

For a demonstration of this procedure, refer to the instructional video *Edit Profile Information*.

Steps

1. Sign in to the GTC website: <https://gtc.dor.ga.gov/>



2. On the Home Page, select the **My Profile** link on the right side of the screen.
3. Select the **Cancel My Online Access** button at the top of the page.
4. Confirm that you wish to cancel by selecting the Confirm that you wish to cancel by selecting the **Yes** button.



Appendix: Minimum Technical Requirements

GTC necessitates the following minimum requirements:

- Internet Explorer 6.0
- Mozilla 1.0
- FireFox 1.5
- Netscape 8
- Safari 2.0
- Google Chrome

